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UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/895,456	06/29/2001	Anil K. Annadata	M-11830 US

CONFIRMATION NO. 9005

FORMALITIES LETTER



OC00000006452155

Mary Jo Bertani
SKJERVEN MORRILL MacPHERSON LLP
Suite 700
25 Metro Drive
San Jose, CA 95110-1349

Date Mailed: 08/21/2001

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- **The balance due by applicant is \$ 130.**

*A copy of this notice **MUST** be returned with the reply.*

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Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

01/11/2002 MBERHE 00000090 192386 09895456

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OCT 19 2001



Serial #

THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Anil Kumar Annadata; Wai Hong Pak; Rohit Bedi

Assignee: Siebel Systems, Inc.

Title: System And Method For Multi-Channel Communication Queuing Using Routing And Escalation Rules

Serial No.: 09/895,456 / Filing Date: June 29, 2001

Examiner: To Be Assigned Group Art Unit: To Be Assigned

Docket No.: M-11830 US

Newport Beach, California
October 19, 2001

BOX MISSING PARTS
COMMISSIONER FOR PATENTS
Washington, D.C. 20231

RESPONSE TO NOTICE TO FILE MISSING PARTS OF
NON-PROVISIONAL APPLICATION - FILING DATE GRANTED

Dear Sir:

In response to the "Notice to File Missing Parts of Non-Provisional Application - Filing Date Granted" mailed by the United States Patent and Trademark Office on August 21, 2001, the following documents are enclosed to complete the filing of the above-identified patent application:

1. Copy of Notice to File Missing Parts of Non-Provisional Application - Filing Date Granted; and
2. A declaration signed by the inventors in compliance with 37 CFR 1.63.

The United States Patent and Trademark Office is hereby authorized to charge the following fees to Deposit Account No. 19-2386:

1. Surcharge for filing declaration on a date later than the filing date of the application. \$130.00

TOTAL FEES: \$ 130.00

LAW OFFICES OF
SKJERVEN MORRILL
MacPHERSON LLP

25 METRO DRIVE
SUITE 700
SAN JOSE, CA 95110
(408) 453-9200
FAX (408) 453-7979

812686 v1

The Commissioner is hereby authorized to charge any additional fees, which may be required, or credit any overpayment to Deposit Account No. 19-2386.

It is hereby respectfully submitted that the enclosed documents complete the filing of the above patent application and justify the filing date of June 29, 2001. Please telephone the undersigned at (949) 718-5200, if there are any questions. This form is being submitted in duplicate.

EXPRESS MAIL LABEL NO:
EV004869123US

Respectfully submitted,

Mary Jo Bertani
Mary Jo Bertani
Attorney for Applicant(s)
Reg. No. 42,321

LAW OFFICES OF
SKJERVEN MORRILL
MacPHERSON LLP

25 METRO DRIVE
SUITE 700
SAN JOSE, CA 95110
(408) 453-9200
FAX (408) 453-7979